

STATINTL

FROM [REDACTED] - 1 DECEMBER 1976

Who is assigned the job or task of developing training programs and procedures to advance the Agency's goals and objectives and what specific measurement techniques are applied to determine whether training activities actually promote Agency goals and objectives? The "effectiveness" of the Agency is generally measured against the degree of achievement of goals and objectives.

How do you assess the amount of change in employee attitudes, skills, knowledge and on-the-job performance attributable to specific training activities? Furnish some examples.

How do you evaluate or determine the relative contribution of various factors in the training process or training environment which influence the program's impact on trainees? Factors may be related to methods of presentation (films, slides, lectures, self-instruction, etc.), curriculua or content, quality of instruction, adequacy of aids and facilities, and manner or schedule by which time allotted for training is expended.

How do you evaluate or determine whether progress is being made toward stated training objectives at a reasonable rate and expense?

Costs of training - expenditures of time and money for training personnel.

Has such data helped you (management) isolate and determine financially unproductive training activities and/or increase Agency effectiveness or "output" by investing more heavily in certain training procedures which yield greater payoff vis-a-vis goals and objectives?

Cost of training -- value of training, i.e., \$\$\$ saved thru increased efficiency--

Consider here language training--internal vs. external-- small group (1-4) rather than 6-8-10 in group.

In general how does evaluation of training programs as utilized by the Agency help the training staff (OTR), Agency supervisors, and Agency managers? Consider here amount and type of training time devoted to training and necessary funding.